



# City of El Segundo

## Three-Year Strategic Plan

### 2018 to 2021

The plan serves as a roadmap for El Segundo's vision as a "hub for innovation where big ideas take off." It establishes the City Council's multi-year goals and top priorities to achieve this vision. This plan will guide the City towards achieving the El Segundo mission of providing a great place to live, work and visit. We are committed to continuing our work with the community and building upon established partnerships. Our values and culture will support our employees as they implement projects and programs. Our citizens and businesses expect all employees to provide high quality work, keep the community safe and provide high caliber programs and services which enhance quality of life.

## Mission, Vision, Values & Culture



### Mission

Provide a great place to live, work and visit.

### Vision

A hub for innovation where big ideas take off.

### Values & Culture

El Segundo's values define how we serve and manage our City. We practice...

- Accountability
- Productivity
- Ethical stewardship
- Service
- Challenging ourselves
- Continuous improvement and reflection

El Segundo strives to create a working culture of...

- Innovation
- Support and recognition
- Leadership by example
- Proactive achievement
- Problem solving – getting to yes



# Multi-Year Goals and Top Council Priorities



**Goal 1.** Enhance Customer Service and Engagement

**Goal 2.** Support Community Safety and Preparedness

**Goal 3.** Develop as a Choice Employer and Workforce

**Goal 4.** Develop Quality Infrastructure and Technology

**Goal 5.** Champion Economic Development and Fiscal Sustainability



## Top Council Priorities for Fiscal Year 2017 - 18

- Obtain customer feedback and continuously use it to improve services.
- Increase focus on crime prevention and safety including greater community engagement.
- Engage a third-party to conduct a Human Resources audit to ascertain updates needed to the municipal code, systems and other components.
- Successfully implement new technology.
- Improve the downtown.
- Address rising pension liability.

